

STATE OF CALIFORNIA

KATHLEEN CONNELL,
CONTROLLER OF CALIFORNIA

OFFICE OF STATE CONTROLLER
PERSONNEL/PAYROLL SERVICES DIVISION
300-Capitol Mall
P.O. Box 942850
Sacramento, CA 94250-5878

Date: October 21, 1999

PAYROLL LETTER # 99-019

To: All Agencies/Campuses in the Uniform State Payroll System

From: Ralph Zentner, Chief
Personnel/Payroll Operations Bureau

Re: CIVIL SERVICE AND CSU BENEFITS

This is to inform you of a recent reorganization of our Benefits Unit within the Personnel/Payroll Operations Bureau (PPOB) and also provide you with two additional Deduction Liaison telephone numbers.

Based on comments from PPOB's 1999 Customer Satisfaction Survey, and in an effort to provide better service in processing your benefit deductions, we have reorganized staff to handle the Civil Service and CSU benefits workload. Effective immediately, Sandra Young, Supervisor of our Benefits Unit is responsible for Civil Service Benefits and Debbie Green, Supervisor of our Miscellaneous Deduction Unit is responsible for CSU Benefits and Miscellaneous Deductions.

In addition, the current Deduction Liaison telephone number (323-4718) will now be used for Civil Service benefit inquiries and two new phone numbers were activated to handle CSU benefits and all miscellaneous deductions. The Deduction Liaison phone numbers and respective deductions handled by these areas are listed below:

	LOCAL #	CALNET #
Civil Service Benefits	(916) 323-4718	473-4718
. Health		
. Dental		
. Vision		
. FlexElect		
. CoBen		
CSU Benefits	(916) 322-8077	492-8077
. Health		
. Dental		
. Vision		
. FlexCash		
. Dependent Care		

Miscellaneous Deduction

(916) 324-1981

454-1981

- . Union Dues
- . Fair Share
- . Credit Union
- . Insurance
- . Parking
- . TSA's/Deferred Comp
- . Savings Bonds
- . Group Legal
- . Long Term Disability
- . Charitable Contributions

The Deduction Liaison telephone hours are 8:00 AM to 12:00 PM and 1:00 PM to 4:00 PM, except on the day prior to cutoff and on master payroll cutoff, when the hours are 8:00 AM to 5:00 PM.

These changes will address some of the comments identified in the survey regarding the Benefits area. Additional changes will occur as we analyze all the comments and determine appropriate course of action.

RZ:DW:tb